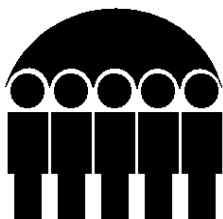


Revised August 15, 2008

Management Manual
Title 24
Chapter B

GENERAL SERVICES



Iowa
Department
of
Human Services

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Overview

The Bureau of Purchasing, Payments, and Receipts in the Department's Division of Fiscal Management and the General Services Enterprise (DAS-GSE) in the Department of Administrative Services provide a variety of services for all offices of the Department of Human Services (DHS). This chapter contains an explanation of these services and procedures for obtaining them, as well as other related material

Legal Basis

- ◆ Iowa Code Section 8A.121(4) gives DAS authority to create customer councils and to define utility services.
- ◆ Rule 11 Iowa Administrative Code 10.9(8A) establishes DAS authority to create customer councils and to define utility services.
- ◆ Rule 11 Iowa Administrative Code 102.1(8A) establishes DAS authority to provide printing and photocopying services.
- ◆ 29 Code of Federal Regulations 1910.132-1910.138 contains OSHA regulations relating to personal protective equipment (PPE).

Definitions

- ◆ **Flat**, as used in the manual, means any envelope measuring at minimum 6-1/8" height x 11-1/2" length x 1/4" thick and at maximum 12" height x 15" length x 3/4" thick.
- ◆ **Mail ID barcode** means a card prepared by the DHS Supply Unit that contains the name, organization code, DAS-GSE mail ID number, and the barcode used by the DAS-GSE Hoover Mail Room to charge postage properly.
- ◆ **Personal protective equipment (PPE)** means safety equipment designed to keep an individual safe and injury free.

Interoffice Mail

Central Office

There are two pickups and deliveries of mail each day within Central Office. All mail for interoffice may be routed by use of a *Transmittal Slip*, form 470-0054, except for Central Office locations located outside the Hoover Building. You must complete in full the "TO" and "FROM" information and attach the slip to the mail. Include the name of the addressee and the division name. You must also include the sender's name and division.

Transmittal slips should be used ONLY for mail within DHS for Central Office and those offices serviced by the overnight courier service. A local mail envelope may be used. It must contain the department, the division, and the name of the addressee. Local mail envelopes must be sealed.

Personal mail may not be commingled with department business mail. Therefore, two specifically marked baskets are now available for employees to leave personal mail in and it will be delivered to the DAS-GSE Hoover mailroom. These specifically marked baskets are located in the Division of Fiscal Management on the First Floor of the Hoover Bldg. and at the Director's Office on the Fifth Floor of the Hoover Bldg.

The DAS-GSE provides many of the United States Postal Service (USPS) mailing services. Contact the DAS-GSE Hoover Mail Room for details and time frames, 515/281-4283.

Local Mail

Mail going from one agency to another within the Capitol Complex may be sent without charge through the General Services Local Mail System. All mail MUST be enclosed in a Local Mail envelope, clearly addressed with the agency or department name and location. It must also include the first and last name of the addressee. DO NOT use a *Transmittal Slip*, 470-0054 to send material by Local Mail.

Overnight Courier

The Department of Human Services uses an overnight courier service between Central Office and the local offices, CSRU offices, and institutions. The service is one-way, outgoing from the Hoover Building. There is no overnight courier service to any of the less-than-full-time (LTFT) offices.

Mail sent to these locations may be prepared the same way as interoffice mail, using a transmittal slip or local mail envelope. Mail from Central Office to any of the other locations within DHS will be delivered the next working day. This overnight courier service is viewed as an extension to the State's local mail system and, therefore, is not required to have postage applied.

Empty courier bags are returned to the DAS-GSE Hoover Mail Room each Tuesday. DHS offices may send return mail to the Hoover Building on Tuesday with the empty bags, but since the bags are "presumed empty," there will likely be a delay in processing the returned mail.

Many CSRU offices and institutions have chosen to pay for return overnight courier service. Contact the DAS-GSE Hoover Mail Room at 281-4283 with questions.

Confidentiality

Materials containing confidential or personal information should be enclosed in an envelope and clearly marked "confidential" or "personal." All materials containing social security numbers MUST be enclosed in a sealed envelope before entering the local mail or overnight courier system.

When sending case records through the overnight courier system, you should keep in mind that private couriers have the right to open and inspect packages as they deem necessary, while it takes a court order to open first class mail. The contract with the courier service includes a clause requiring confidentiality of materials. However, it is recommended that you put confidential materials into sealed envelopes and secure them with strapping tape to prevent accidental viewing.

Supply Delivery to DHS Offices

The overnight courier service mentioned above also provides a two-day delivery service for supplies to DHS offices. Contact the Supply Unit at 281-5275 to utilize this service.

Outgoing Mail

All envelopes and flats requiring postage must have a DHS return. Any envelope that is "overstuffed" or bulky must be sealed. Flats must also be sealed and have a return address in the upper left hand corner. The mailing address must be located on all envelopes to allow space for the postage in the upper right hand corner. The Mail ID barcode must also be included for chargeback purposes.

Special Service mail: i.e., certified, registered, insured, Express Mail, UPS Next Day Delivery, etc., must be separated from the other mail by rubberbanding. This mail must be sealed. Registered, certified, and insured mail must be logged in the "Accountable Mail" book. The log form must be completed in duplicate. The original log sheet is attached to the mail and the copy remains in the book.

If a return receipt is required, the card must be filled out and attached to the envelope. For #10 envelopes, the card must be on the back of the envelope. On flats or parcels, the card must be on the front and to the left of the mailing address.

If additional information is needed, contact the DAS-GSE Hoover Mail Room at 281-4283. All mail must be in the DAS-GSE Hoover Mail Room by 2:30 p.m. daily.

Presorting Service

Unless otherwise specified, all outgoing mail processed through the DAS-GSE Mail Room is mailed first class presort. DAS-GSE uses an outside vendor to presort outgoing mail and allows it to be mingled with other non-state mail to realize the greatest savings. Flats that are not marked "first class" will be sent by the most economical method of delivery.

Postage

U.S. postage stamps and post cards, for state use only, may be ordered from the Bureau of Purchasing, Payments and Receipts by sending an e-mail to DHS, Supply.

Warrants to fill postage meters should be requested from the Bureau of Purchasing, Payments, and Receipts, using a GAX document.

Outside Delivery Services

The Bureau of Purchasing, Payments and Receipts mails materials out via several outside delivery services. All materials must be carefully packaged, wrapped if necessary, and clearly labeled. Many delivery services have weight and size limitations. You can contact the Supply Unit at 281-5275 with questions.

Delivery services will not take items without a street address. Post office box numbers will not be accepted. Unit (Organization) codes must be provided as the cost for this service will be charged back to the appropriate office.

Priority mailings (overnight or two-day delivery) are handled through DHL. For materials or instructions, contact 281-6021. United Parcel Services (UPS) mailings are to be delivered to the Supply Unit so they can be entered on the web site. All other packages should be delivered to the DAS-GSE Hoover Mail Room before 1:00 p.m. to go out that same day.

Business Reply Mail

Business Reply Mail is a service provided by the US Postal Service whereby postage is charged to the addressee. DAS-GSE pays two fees to the USPS for Business Reply Mail for the Capitol Complex each year, during the month of December. One fee is for use of Permit Number 781; the other is an accounting fee for the Capitol Complex location only.

If an office receives 800 or more pieces of "return mail" each year, it will usually benefit by setting up a pre-paid account for business reply mail at the local USPS office. Offices without a pre-paid account will pay a higher postage rate for "return mail."

The Bureau of Purchasing, Payments, and Receipts make copies of the paid receipts available to all DHS offices each December. An office that chooses to use Business Reply Mail can present the copy of the receipt for use of the permit number to the local post office, and the office will need to pay only the accounting fee.

Special Mailings

Special mailings must be coordinated through the Printing Coordinator (515/281-6201) in the Bureau of Purchasing, Payments, and Receipts. Some mailings can be completed by the DAS-GSE Hoover Mail Room. Contracts for outside services also exist for lettershop services. Depending on the size and timing of your mailing, the Printing Coordinator can recommend the best method of handling your special mailing.

You are responsible for working with the Forms Manager in the Bureau of Policy Analysis and Appeals to ensure the availability of envelopes for your special mailing and to correctly design the documents to be mailed. You are also responsible for coordinating the availability of addressing information with programming personnel in Data Management.

Suspicious Mail

After the attack on the World Trade Center in New York (9-11-01) there were several reports of anthrax in the US mail. The receipt of any piece of suspicious mail, letter or package, shall be taken very seriously.

Personal protective equipment (PPE), such as latex gloves and face masks, and training in their proper use shall be made available to any DHS employee who handles mail upon request. Contact the Division of Results Based Accountability for details relating to the acquisition and use of personal protective equipment.

Identification of Suspicious Mail

Following is a list of characteristics of suspicious mail:

- ◆ Powdery substance on the outside.
- ◆ Unexpected or from someone unfamiliar.
- ◆ Excessive postage – stamps in lieu of a meter strip.
- ◆ Handwritten or poorly typed address.
- ◆ Incorrect titles or titles with no name.

- ◆ Misspellings of common words.
- ◆ Addressed to someone no longer with your organization or otherwise outdated.
- ◆ Oily stains, discoloration, or odor.
- ◆ No return address, or one that cannot be verified as legitimate.
- ◆ Excessive or unusual weight, given the size, or lopsided or oddly shaped.
- ◆ Protruding wires or aluminum foil.
- ◆ Excessive security materials (e.g. masking tape, string).
- ◆ Ticking sound.
- ◆ Marked with restrictive endorsements (e.g. "Personal" or "Confidential").
- ◆ Postmark with city/state not matching return address.

Handling Suspicious Mail

If a letter or package is open or a threat is identified, do the following:

- ◆ Do not shake or empty the contents. **HANDLE WITH CARE!** Treat it as suspect!
- ◆ Place the envelope or container in a plastic bag to prevent leakage of contents. If you do not have a container, cover the envelope or package with anything (e.g., clothing, paper, trash can) and do not remove this cover. If powder is present, do not try to clean it up. Cover it immediately and do not remove the cover.
- ◆ Turn off fans or ventilation units in the area.
- ◆ Evacuate the room and close the door or section off the area to prevent others from entering.
- ◆ Wash hands, arms, and other exposed surfaces with soap and water. Do not use bleach or other disinfectant on your skin.
- ◆ Contact the local police department immediately.
- ◆ Notify your supervisor and building security official immediately.

- ◆ Remove contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- ◆ Shower with soap and water as soon as possible.
- ◆ List all people present in the room or area when the letter or package was discovered. Give this list to local public health authorities for medical follow-up and to local law enforcement officials for further investigation.

Printing and Photocopying

Several photocopiers are located throughout the Department and are available for use by all DHS employees. An access code is required to use these machines. Check with your supervisor for your access code.

When more than 25 copies of a document is required, the document should be prepared for printing. Complete a *Printing Request*, form 470-0975 detailing your requirements and attach it to the original copy of the document to be printed. Take to the Printing Coordinator in the Bureau of Purchasing, Payments, and Receipts.

Small jobs can be completed in a day or two. Larger, more complicated jobs can take several weeks. Contact the Printing Coordinator at 281-6201 with questions.

Mail Inserts

To arrange for the printing of inserts and to schedule the release of inserts, contact the Forms Manager in the Bureau of Policy Analysis and Appeals. The Printing Coordinator in the Division of Fiscal Management, Bureau of Purchasing, Payments, and Receipts will work directly with the Forms Manager. Normally, two months' lead time is required before the release of any insert to be mailed with public assistance warrants.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 6, 2006

GENERAL LETTER NO. 24-B-3

ISSUED BY: Bureau of Purchasing, Payments and Receipts, Division of Fiscal Management

SUBJECT: Employees' Manual, Title 24, Chapter B, *GENERAL SERVICES*, Title page, revised; Contents, revised; pages 1 through 2, revised; and pages 3 through 8, new.

Summary

Employees' Manual, Title 24, Chapter B, *GENERAL SERVICES*, has been updated, revised into the new manual format, and is now available electronically.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 24, Chapter B, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	August 14, 1979
Contents	August 14, 1979
1-2	August 14, 1979

Additional Information

Refer questions about this general letter to your service area manager.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 15, 2008

GENERAL LETTER NO. 24-B-4

ISSUED BY: Bureau of Purchase, Payments, and Receipts,
Division of Fiscal Management

SUBJECT: Management Manual, Title 24, Chapter B, **GENERAL SERVICES**, Title
(page), revised; Contents (page 1), revised; and pages 1 through 8,
revised.

Summary

This chapter is revised to reflect current policies and procedures.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter B from Management Manual, Title 24, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title (page)	January 6, 2006
Contents (page 1)	January 6, 2006
1-8	January 6, 2006

Additional Information

Refer questions about this general letter to your area income maintenance administrator, your service area manager, or your regional collections administrator.